

ROLE PROFILE

Job Title	Learning and Development Administrator (HR)
Business Unit	Central Services
Function/Region	Human Resources (Learning & Development)
Location	Strathclyde Business Park
Leader	L&D Manager, Central Services
People Leadership	No
Job Level	5
Role Purpose	
<p>To provide administrative support to the L&D Team, including organising, co-ordinating and administering all learning and development activities to support the provision of excellent organisational learning within WGS.</p>	
Accountabilities	
<ul style="list-style-type: none"> • General administrative support for L&D team to include organising and co-ordinating L&D Team meetings, L&D plans, maintain L&D team folders. Identify administration efficiencies for continuous improvement • Administer requests for online psychometrics, including 360/MBTI/Insights/Saville/Hogan • Be first point of contact for L&D queries and escalate to relevant person where required • Update and maintain LEARN system, engaging with GTS and suppliers to ensure system is kept current and relevant • Manage, track, escalate and own query resolution on LEARN and L&D systems. Analyse data to provide insight and trend themes. • Subject matter expert on LEARN for HR Teams, being support/escalation point as well as training of new starts • Responsible for production of regular L&D Compliance reporting (including ML, New Starts, Attendance at Mandatory Learning Workshops), providing insight and commentary. • Maintain L&D programme data (attendees etc.) to provide reports and insight where required • Working with L&D/HR Business Partners, site and HR Administrators and external partners to co-ordinate and manage the successful implementation of central L&D programmes and events, leading central programme administration. • Support administration of global onboarding programme Brand Induction • Manage, track and report on L&D budget and central programmes including, but not limited to, POs, invoice management, supplier compliance requirements and summary reporting, engaging L&D team with regular updates 	

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HRBP:	
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Core Competencies:	
<p>Working with People</p> <ul style="list-style-type: none"> • Demonstrates an interest in and understanding of others • Adapts to the team and builds team spirit • Recognises and rewards the contribution of others • Listens, consults others and communicates proactively • Supports and cares for others • Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses • 	<p>Analysing</p> <ul style="list-style-type: none"> • Analyses numerical data, verbal data and all other sources of information • Breaks information into component parts, patterns and relationships • Probes for further information or greater understanding of a problem • Makes rational judgements from the available information and analysis • Produces workable solutions to a range of problems • Demonstrates an understanding of how one issue may be part of a much larger system
<p>Following Instructions and Procedures</p> <ul style="list-style-type: none"> • Appropriately follows instructions from others without unnecessarily challenging authority • Follows procedures and policies • Keeps to schedules • Arrives punctually for work and meetings • Demonstrates commitment to the organisation • Complies with legal obligations and safety requirements of the role • 	<p>Delivering Results & Meeting Customer Expectations</p> <ul style="list-style-type: none"> • Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Works in a systematic, methodical and orderly way • Consistently achieves project goals.
<p>Planning and Organising</p> <ul style="list-style-type: none"> • Sets clearly defined objectives • Plans activities and projects well in advance and takes account of possible changing circumstances • Identifies and organises resources needed to accomplish tasks • Manages time effectively • Monitors performance against deadlines and milestones 	<p>Adapting and Responding to Change</p> <ul style="list-style-type: none"> • Adapts to changing circumstances • Accepts new ideas and changes initiatives • Adapts interpersonal style to suits different people or situations • Shows respect and sensitivity towards cultural and religious differences • Deals with ambiguity, making positive use of the opportunities it presents

Skills and Qualifications:

- Experience in using Microsoft Office Applications, particularly Excel, Word and PowerPoint
- Strong IT/Technical competence with ability to generate reports and analyse data
- Demonstrable strong organisational and administrative ability
- Customer focused with experience of interacting with a variety of individuals within a busy environment
- Event Management with experience of administering multiple learning events from conception to completion.
- Excellent interpersonal skills.
- Strong communication skills, both orally and written, with the ability to operate at many levels within the Business

Desirable

- Awareness of demands of running high quality events and knowledge of operating in a prestigious brand led company
- Experience of psychometric reporting tools
- CIPD, or equivalent professional qualification